

**NEW HAMPSHIRE COMMUNITY TECHNICAL COLLEGE**

**Stratham, Portsmouth (Pease) and Manchester Campuses  
(Hereafter known as NHCTC)**

**Bid No. 0001**

**for**

**TELEPHONE NETWORK SERVICES**

**This RFP is issued by the New Hampshire Community Technical College – Manchester, Stratham, and Pease. Direct any questions to Mary Kibbee-Lee at the NHCTCS office at 603-668-6706 ext. 235.**

Subject: NHCTCS TELEPHONE NETWORK SERVICES**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

1. Identification and Definitions.			
1.1 State Agency Name	1.2 State Agency Address		
1.3 Contractor Name	1.4 Contractor Address		
1.5 Account No.	1.6 Completion Date	1.7 Audit Date	1.8 Price Limitation
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature		1.12 Name & Title of Contractor Signor	
1.13 Acknowledgment: State of _____, County of _____ On _____, before the undersigned officer, personally appeared the person identified in block 1.12., or satisfactorily proven to be the person whose name is signed in block 1.11., and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace			
[Seal]			
1.13.2 Name & Title of Notary or Justice of the Peace			
1.14 State Agency Signature(s)		1.15 Name/Title of State Agency Signor(s)	
1.16 Approval by Department of Personnel (Rate of Compensation for Individual Consultants)			
By: _____		Director, On: _____	
1.17 Approval by Attorney General (Form, Substance and Execution)			
By: _____		Assistant Attorney General, On: _____	
1.17 Approval by the Governor and Council			
By: _____		On: _____	
2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("the State"), engages contractor identified in block 1.3 ("the Contractor") to perform, and the Contractor shall perform, that work or sale of goods, or both, identified and more particularly described in EXHIBIT A incorporated herein ("the Services").			
3. EFFECTIVE DATE: COMPLETION OF SERVICES. 3.1 This agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Council of the State of New Hampshire approve this agreement, ("the Effective Date"). 3.2 If the date for commencement in Exhibit A precedes the Effective Date all services performed by Contractor between the commencement date and the Effective Date shall be performed at the sole risk of the contractor and in the event that this Agreement does not become effective, the State shall be under no obligation to pay the contractor for any costs incurred or services performed; however that if this Agreement becomes effective all costs incurred prior to the effective date shall be paid under the terms of this Agreement. All services must be completed by the date specified in block 1.6.			
4. CONDITIONAL NATURE OF AGREEMENT. Notwithstanding anything in this agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of those funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the account identified in block 1.5 in the event funds in that account are reduced or unavailable.			

**5. CONTRACT PRICE: LIMITATION ON PRICE: PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in Exhibit B, incorporated herein.

5.2 The payment by the State of the contract price shall be the only, and the complete, reimbursement to the Contractor for all expenses, of whatever nature, incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by RSA 80:7 through 7-C or any other provision of law.

5.4 Notwithstanding anything in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made, hereunder exceed the price limitation set forth in block 1.8 of these general provisions.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS: EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to civil rights and equal opportunity laws. In addition, the vendor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap or national origin and will take affirmative action to prevent such discrimination.

6.3 If this agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States, access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants and conditions of this Agreement.

**7. PERSONNEL**

7.1 The performance of the Services shall be carried out by employees of the Contractor. The Contractor shall at its own expense, provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 The Contractor shall not hire, and shall permit no subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services, to hire any person who has a contractual relationship with the State, or who is a State officer or employee, elected or appointed.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final.

**8. EVENT OF DEFAULT, REMEDIES.**

8.1 Anyone or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Events of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule; or

8.1.2 failure to submit any report required hereunder; or

8.1.3 failure to perform any other covenant or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this agreement, effective two (2) days after giving the Contractor notice of termination; and

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the Contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor; and

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and

8.2.4 treat the agreement as breached and pursue any of its remedies at law or in equity, or both.

**9. DATA: ACCESS; CONFIDENTIALITY; PRESERVATION.**

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 On and after the Effective Date, all data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by RSA 91-A or other existing law. Disclosure pursuant to a right to know request shall require prior written approval of the State.

10. **TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion to the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("the Termination Report") describing in detail all Services performed, and the Contract Price earned, to and including the date of termination. To the extent possible, the form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in EXHIBIT A.

11. **CONTRACTOR'S RELATION TO THE STATE.** In the performance of this agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, worker's compensation or other emoluments provided by the State to its employees.

12. **ASSIGNMENT, DELEGATION AND SUBCONTRACTS.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the State. None of the Services shall be delegated or subcontracted by the Contractor without the prior written consent of the State.

13. **INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive the termination of this Agreement.

**14. INSURANCE AND BOND.**

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, both for the benefit of the State, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident; and

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 of these general provisions, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 of this paragraph shall be the standard form employed in the State of New Hampshire, issued by underwriters acceptable to the State, and authorized to do business in the State of New Hampshire. Each policy shall contain a clause prohibiting cancellation or modifications of the policy earlier than 10 days after written notice thereof has been received by the State.

15. **WAIVER OF BREACH.** No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that event, or any subsequent Event. No express failure of any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other default on the part of the Contractor.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, above.

17. **AMENDMENT.** This agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Council of the State of New Hampshire.

18. **CONSTRUCTION OF AGREEMENT AND TERMS.** This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns.

19. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this agreement shall not be construed to confer any such benefit.

20. **SPECIAL PROVISIONS.** The additional provisions set forth in EXHIBIT C hereto are incorporated as part of this Agreement.

21. **ENTIRE AGREEMENT.** This agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understanding relating hereto..

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## GLOSSARY OF TERMS AND ABBREVIATIONS

The following terms and abbreviations as defined below, shall be used throughout this document .

**Active Equipment-** equipment or facilities that require battery or domestic power to operate.

**Agreement:** Final contract signed by the vendor and State, inclusive of all terms and conditions of the resulting contract.

**Backbone -** The main part of the vendor communications network that connects primary nodes, a primary shared communications path that serves multiple users via multiplexing at designated jumping off points. This is inclusive of all facilities and equipment used to provide and connect switching services.

**Centrex -** A business telephone service providing PBX style services over a broad coverage area. Such service may be provided through multiple switches or a single CO based switch.

**Centrex Type Services -** Telephone services providing common PBX features including call forwarding, line hunting, group pickup, etc. Centrex services are also referred to as Centron and Cenpac service.

**Competitive LEC (CLEC) -** Competitive Local Exchange Carrier; LECs competing with ILECs for network service provisioning. CLECs may build their own networks or lease facilities from ILECs.

**CO -** Local exchange Central Office; The LEC main facility termination location which houses switching equipment for the transport of communications services

**Contract -** Any agreement resulting from the award of this RFB.

**Customer Premise Equipment (CPE) -** State owned equipment located at individual state sites.

**Cutover -** The transfer of services from existing contractor services to new vendor services and/or the introduction and initiation of services to any office.

**Day -** A timeframe consisting of 24 hours for each 365 calendar days of the year.

**Demarc -** The point of interface (demarcation) that delineates State owned facilities and equipment from vendor facilities and equipment. Demarcs shall be those currently established by the State inclusive of wiring blocks and jacks.

**Department -** The New Hampshire Community Technical College – Manchester/Stratham/Pease.

**DID -** Direct Inward Dial

**DOD -** Direct Outward Dial

**Down Time -** Period of time where services are not active and available to users.

**DTMF -** Dual Tone Modulated Frequency dial pad tones also known as Touch Tones as generated from a common telephone.

**Hours -** Continuous duration of time based on a 24-hour clock.

**Information -** All data and records developed or obtained during the performance of, or acquired or developed by reason of, the Contract, including but not limited to, all studies, reports, written and software data files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

**Information Technology (IT) –** refers to the tools and processes used for gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, data processing, computing, information systems, telecommunications, and various audio and video technologies.

**Incumbent** Current State contractor.

**Inter-LATA -** All calls originated and terminated in different LATAs

**Intra-LATA -** All calls originated and terminated in the same LATA. All New Hampshire originated and terminated calls are to be considered as a single LATA.

**LATA -** Local Access and Transport Area; geographic boundary established at the breakup of AT&T to define the boundaries between local exchange and inter-exchange carriers.

**LEC** - Local Exchange Carrier that provides telephone local exchange service.

**Local Exchanges** - The telephone number exchanges that may be contacted (telephoned) through a LEC Central Office without incurring toll charges.

**LPIC** - Intra-LATA Primary Inter-exchange Carrier providing services within a single LATA. Currently the State of New Hampshire retains a single LATA. Throughout the duration of the contract, this term shall include services within the geographic area of New Hampshire and any surrounding areas as are allowed local calling services provided by the ILEC.

**Non-Work Day** - Any period of time outside of the Work Day.

**PBX** – Public Branch Exchange

**PIC** - Primary Inter-exchange Carrier. PIC is maintained by the LEC or provider of the local services through system programming.

**Premises** - A leased or owned State office location requiring service from the vendor.

**Specifications** – Written specification and general requirements set forth in the RFB.

**State** - The New Hampshire Community Technical College- Manchester/Stratham/Pease.

**Replacement Services:** - Communications services provided to the State by contractors as of or prior to a contract as a result of this RFB for which responsible vendors must provide replacement services.

**Repairs** - Services initiated through trouble reports to vendors regarding installed service malfunctions and resulting corrections.

**RSA** – Revised Statutes Annotated

**State Facility** - Any State occupied structure, inclusive of leased, rented or owned facility and locations.

**Technology** - The methods, procedures and associated equipment used to provide service.

**Termination Equipment** - Any equipment necessary for the connection of vendor provided facilities to State equipment or facilities.

**Vendor or Contractor** - An individual, corporation or other entity and their subcontractor engaged in the business of supplying Communication Network Services and replying to this RFB.

**Vendor Employee** - Any individual employed by or subcontracted to a vendor providing services to the State.

**Work Day** - A period of time between 8:00 A.M. and 4:00 P.M., Monday through Friday, excluding State holidays for State employees as noted on the Collective Bargaining Agreement in force with the State and its employees. Such days may vary with calendar years.

## 1. INSTRUCTIONS

### 1.1 Purpose

The New Hampshire Technical College System, also known as the “State”, is issuing this request soliciting vendors to install and maintain networked telephone services at the NH Community Technical colleges at Manchester, Stratham and Portsmouth (Pease). Replacement services must be installed, tested and fully functional prior to November 8, 2004. Inclusive shall be “Centrex” style common system services, local exchange, inter-LATA and intra-LATA services.

### 1.2 Contract Duration

Contract shall begin upon acceptance of Governor and Council, and terminate on August 14, 2009., The State reserves the right to extend any resulting contract for additional 12 month periods. . Contract may be canceled with a 30 day written notice from the State to the vendor in the event of insufficient State funding dedicated to telephone services.**Offers**

Vendors shall propose complete turn-key services, inclusive of all items included within.

### 1.4 Compatible Services

It is the intent of the State to replicate all existing services with improved technology providing enhanced services. Vendors may propose services alone or as a consortium, with one primary vendor acting as a general contractor for others resulting in a single point of contact for the State.

### 1.5 Vendor Conference

A mandatory Vendor Conference will be held at the following location at the time and day identified in Section 1.15 *Schedule of Events*:

New Hampshire Technical College - Manchester  
Room 100  
1066 Front Street  
Manchester, NH 03102

The purposes of the vendor Conference are to:

- Clarify any section of the RFB;
- Consider changes to the RFB requirements that are considered so restrictive as to prohibit or discourage responses;
- Consider any vendor questions.

All written questions received prior to the vendor conference will be read aloud and will receive unofficial oral responses at the conference. Official written answers to these questions will be distributed in accordance with Section 1.6: *Proposal Inquiries* of this RFB.

Vendor attendance is limited to not more than three (3) representatives. A three-hour time limit will be enforced.

### 1.6 Proposal Inquiries

All inquiries concerning this RFB shall be made in writing, citing the RFB Title, RFB number, page, section, and paragraph, submitted to:

RFB 0001Response Inquiry  
New Hampshire Technical College – Manchester  
President’s Office  
1066 Front Street  
Manchester, NH 03102  
E-mail address: mlee@nhctc.edu  
Fax #: (603) 668-5354      Attn: Mary Kibbee-Lee, CFO

#### 1.6.1 Question Submission

Vendors are encouraged to submit questions via e-mail. An individual authorized to commit the vendor organization must submit questions. *All comments and questions will be considered by the State if received prior to*

*the end of the Vendor Inquiry Period date noted in section 1.15. No questions or exceptions will be considered after the end of the Vendor Inquiry Period.*

#### **1.6.2 Identify Question Source**

Question submissions must clearly identify the vendor's name, address, name of the person submitting the question, E-mail address and fax number. It is the sole responsibility of the vendor to verify receipt of submissions via a confirmation call to 603-668-6706 ext. 235. The State shall not be held responsible for technical malfunctions or other hindrances limiting the receipt of communications.

#### **1.6.3 Written Responses**

The State assumes no responsibility for any understanding or representations concerning conditions made by its officers or employees prior to the execution of a legal contract, unless such understanding or representations are specifically incorporated into this RFB. Verbal discussions pertaining to modifications or clarifications of this RFB shall not be considered part of this RFB unless confirmed in writing. Any information provided by the vendor verbally shall not be considered part of that vendor's RFB response.

#### **1.6.4 Inquiry Due Dates**

Final inquiries must be received no later than the date specified in Section 1.15: *Schedule of Events*. Inquiries received after this date and time will be addressed only if they are deemed by the State to be critical to the competitive selection process. An official written answer will be provided to all questions meeting these requirements.

#### **1.6.5 RFB Amendments**

If for any reason, the State finds it necessary to amend this RFB, then an addendum will be released on a State web site at <http://admin.state.nh.us/purchasing/bids.asp>. Addendum will be clearly marked as such and will be serially numbered. Failure of any qualified vendor to receive an addendum or the notification of all addenda numbers shall not relieve such vendor from any obligation under the RFB or obligate the State in any way. All addenda so issued shall become part of this RFB. No one is authorized to amend this RFB by oral communication. It is recommended that vendors contact the NEW HAMPSHIRE COMMUNITY TECHNICAL COLLEGE to confirm all addenda to this RFB in a sufficient time period to allow changes to their final proposal. No one other than the NEW HAMPSHIRE COMMUNITY TECHNICAL COLLEGE has authority to amend this RFB.

### **1.7 Proposal Instructions**

The State encourages free and open competition among vendors. Specifications, proposals, and conditions are designed to accomplish this objective, consistent with the State's needs and guidelines.

The vendor's signature on the P-37 Agreement form submitted in response to this RFB guarantees that the prices quoted have been established without collusion with other competitive vendors and without effort to preclude the State of New Hampshire from obtaining the best possible competitive proposal.

Specifications required by the RFB are detailed in Section 3: *Scope of Services*. In responding to the RFB, the vendor shall address all requirements for information, and frame their proposal in the format outlined in Section 5: *Proposal Format/Guidelines*.



### **1.8 Proposal Submission**

All proposals in response to this RFB shall be submitted as outlined in Section 1.15: *Schedule of Events* to:

NH Community Technical College - Manchester  
RFB No. 0001  
Att: Mary Kibbee-Lee, CFO  
1066 Front Street  
Manchester, NH 03102

Vendors shall submit one (1) original (labeled as ORIGINAL) and two (2) copies (each labeled as COPY) of their printed proposal. The original and all copies shall be in separate binders, delivered in sealed containers, and permanently marked:

New Hampshire Technical College - Manchester  
RESPONSE TO RFB 0001 Telephone Network Services

All proposals shall remain valid for a period of 180 days from the proposal due date. A vendor's disclosure or distribution of proposals other than to the New Hampshire Technical College System will be grounds for disqualification. No more than one proposal per respondent shall be submitted.

### **1.9 Printed Copy Proposal**

Only responses on printed copy shall be accepted. The complete RFB must be returned intact with signature and all Attachments, Appendixes and Sections.

### **1.10 Terms of Submission**

All material received in response to this RFB shall become the property of the State and will not be returned to the vendor. Regardless of the vendor selected, the NHCTC reserves the right to use any information presented in a proposal. The content of each vendor's proposal shall become public information once a contract has been awarded.

### **1.11 Vendor Responsibility**

The successful vendor shall be solely responsible for meeting all terms and conditions specified in the RFB, their proposal, and any resulting contract. Any subcontracted vendor shall be approved by the State prior to commencement of any State related work.

### **1.12 Evaluation and Award of Contract**

The RFB shall be awarded based on the lowest cost of services from qualified vendors. The vendor chosen for award should be prepared to have the proposal, along with other written correspondence concerning this RFB as accepted by the State, included in the contract. Any false or misleading statements found in the proposal will be grounds for disqualification. The State reserves the right to reject any and all proposals at its discretion.

### **1.13 Liability**

The State shall not be held liable for any costs incurred by the vendor in the preparation of their proposal, or for work performed prior to contract issuance.

### **1.14 Non-Commitment**

The solicitation of the RFB shall not commit the State to award a contract.

### 1.15 Schedule of Events

EVENTS	DATE	TIME
RFB released to vendors	08/16/2004	
Vendor Inquiry Period begins	08/10/2004	
Notification from vendors to the State of vendor attendance and number of representatives attending the Vendor Conference	08/18/2004	4:00 P.M.
Vendor Questions Due	08/18/2004	4:00 P.M.
Vendor Conference	08/31/2004	9:00 A.M. to 11:00 A.M.
Vendor Inquiry Period ends (final inquiries due)	08/25/2004	11:00 A.M.
Final State responses to vendor inquiries	09/08/2004	
<b><u>Final date for proposal submission</u></b>	09/17/2004	4:00 P.M.
Bid evaluation completed	09/30/2004	
Vendor notification of selection for contract	09/130/2004	
DOJ contract review	10/14/2004	
G & C approval	11/03/2004	
Secretary of State certification	11/04/2004	
Commence work	11/03//2004	
Site equipment installation complete (if required)	11/22/2004	
All replacement services tested and fully functional	11/22/2004	

### 1.16 General Vendor Eligibility Requirements

In order to submit a response to this RFB, the vendor must provide all proposed network services via its own network facilities, the cooperative use of a subcontractor's network facilities or the resale of another provider's network facilities while operating as a Competitive Local Exchange Carrier (CLEC) or Local Exchange Carrier (LEC) as provided in the Telecommunications Act of 1996. The New Hampshire Community Technical College – Manchester/Stratham/Pease must be listed as the customer of record with the primary service provider. The State may consider proposals from vendors who are "sales agents" of a service provider or whose primary business is the traditional "reselling" or "aggregation" of another service provider's network of services.

In order to be eligible, vendors must have a thorough background in the telecommunications arena, and have supplied similar Type services for customers of similar size requirements as those of the State, for a period of not less than three years.

Vendors must have and retain throughout the duration of the contract, all licenses, registrations and permits required by Federal, State or local laws for performance of this contract prior to the award of contract, and maintain such throughout the duration of the contract. In addition, all vendor manufacturer and industry certifications must be kept current, with personnel maintaining training updates as required for certification.

It is the sole responsibility of the vendor to furnish the State with sufficient documentation to determine the capabilities of the vendor and their ability to provide the services as defined.

## **2. CURRENT NETWORK SITUATION**

### **2.1 Incumbent Service Providers**

The State of New Hampshire currently receives communications services from two vendors:

Verizon for Local and Intra-LATA services.

G4 for Inter-LATA services

### **2.2 Current Services**

Currently all locations use standard ground start or loop start business lines connected to key systems and PBXs. The State is requesting complete replacement with a unified service, allowing direct transfer of calls between locations without incurring toll charges. Currently 10 business lines are used in Portsmouth (Pease Campus), 24 business lines and one toll free line are used in Stratham, and 34 business lines and 1 toll free line are used in Manchester. DIL (Direct Inward Line), Direct Outward Dial (DOD) and Automatic Route Selection (ARS) programming determine the line selection for all services. No dedicated Inter-LATA trunking is used. Estimated annual growth is 10% at each location.

Contractor bid shall include all telephones and equipment necessary to replace services at the Stratham and Portsmouth locations. Services at the Manchester campus will utilize an existing Comdial FX PBX via existing trunk ports. Analog lines will be provided at this location, until switchover. Vendor will work with NHCTC to verify line counts, stations, fax lines etc. Expansion capability minimum is 400% at the Portsmouth/Pease campus, 40% Manchester and 60% at Stratham, based upon current pricing. Vendor may suggest increase.

Current phone systems will be left on location until future date of removal.

### **2.3 Current Usages**

Total estimated monthly toll traffic usage for all locations based upon a recent sample month of service is:

Intra-LATA: 8,700minutes

Inter-LATA: 9,428 minutes

To be verified by vendor.

### **3. SCOPE OF SERVICES**

#### **3.1 Service Offering**

Vendors shall propose offerings based on current technologies and vendor capability. The service may be provided via a single PBX, linked PBXs, IP based switches or any other proven technology. The State shall not act as an alpha or beta test site. Services shall not be placed in jeopardy by relying solely on domestic power for service. In all cases, services must be provided is independent of local power, UPS backed or otherwise, ensured for emergency readiness, independent of all in building systems.

#### **3.2 Premises-based Termination Equipment**

The vendor may install equipment at each of the three facilities. At a minimum, the State will provide 50 square feet of floor space for equipment rack mounting. The vendor may cross connect and interface to any existing building station and riser cabling used to provide services, inclusive of equipment jack and interface blocks.

#### **3.3 Premise Access**

Vendor will be granted access to premise during standard State work hours unless repair and maintenance projects require expanded timeframes. Vendor must request access outside of the normal State business hours of 8:00 A.M. to 4:00 P.M., 48 hours prior to arrival. Consideration will be made for reduced timeframes in the occurrence of emergency situations. The vendor is highly encouraged to perform all installation and maintenance during normal State working hours.

#### **3.4 Installation Standards**

Installations shall be in compliance with current Bellcore standards, National Electrical Code, BICSI and the EIA/TIA Wiring Standards.

#### **3.5 Quantity of Service**

The State shall determine the quantity required of any service offered by the vendor.

#### **3.6 Transfer of Future Services**

The vendor must fully cooperate with incumbent and future vendors for the replacement of services at the initiation and termination of contracts to ensure service transfer with a minimum interruption of service.

#### **3.7 Dependability**

All services must be maintained at a 99.9% dependability factor, reflecting that any individual telephone line, extension or service is available for use 99.9% of the time based upon a 30 day time period. If a circuit, line or service becomes intermittent in connection or transport, and repeatedly fails with total timeframe of failures accumulating to 120 minutes or more within a 30 day period, the State, at its sole discretion, may choose to terminate service at that location and seek replacement service from another vendor, or pursue any or all remedies. The Vendor shall be liable for all costs associated with the procurement and installation of the replacement service. In the event that the replacement service has a higher monthly operational cost than the failed service offered by the Vendor, the Vendor shall be liable to the State for the cost difference for the circuit until the termination of the Vendor agreement.

#### **3.8 Service Termination**

In the event that any service experiences a 10% or more dependability failure rate (10% of all services, become unavailable per the 99.9% up time dependability rate) for a 7 consecutive day period, the State at its sole discretion, may choose to terminate all same services at all locations and seek replacement service from another vendor, or pursue any or all remedies. The Vendor shall be liable for all costs associated with the procurement and installation of the replacement service. In the event that the replacement service has a higher monthly operational cost than the failed service offered by the Vendor, the Vendor shall be liable to the State for the cost difference for the circuit until the termination of the Vendor agreement. Expected response time for service repairs is two (2) hours. If NHCTC needs cannot be met, 30-day cancellation may be exercised.

### **3.9 Down Time Credit**

Credit must be issued on a per line or circuit basis when a particular line experiences downtime outside of the dependability limits specified in section 3.7. The vendor must credit the affected line for the entire monthly fee inclusive of all fixed feature costs.

### **3.10 Interfacing With Other Vendors**

During and after installation, vendors must contact alternate State vendors to resolve problems if they occur. The State will mediate in the event of unresolved conflicts. Vendors must attend any meetings called by the State to resolve such conflicts without additional charges being imposed on the State. Mandatory attendance shall follow the timeframes as defined in the repair definitions within this document. Vendors must abide by State resolution of all such conflicts, and perform services as directed by the State.

### **3.11 Travel and Equipment Delivery Expenses**

No travel expenses nor equipment delivery charges will be paid by NHCTC

### **3.12 Confidential Information**

The vendor agrees that all discussions or information gained during an engagement shall be considered confidential and that no information gathered by the vendor shall be released without prior consent of the State.

### **3.13 State Agency Project/Status Meetings**

The vendor must participate in project and/or status meetings with NHCTC employees (or designees) during the term of the contract, as required by the State. It is anticipated that the beginning of the project will require, at a minimum, weekly project/status meetings.

Meetings shall include the State Project Manager (or designee) and either the vendor Project Manager. Other State staff or project members will attend as mutually agreed upon by the State and vendor Project Managers. State Senior Management will be kept informed on the project status via attending the meetings or, in the event of a major decision, by scheduling a Senior Management meeting.

Meetings will cover the technical, schedule, and resource aspects of the project. Emphasis should be placed on the accomplishments for the concluded reporting period, the planned activity for the future reporting period, and identification and resolution of all issues and problems. The review shall be conducted at a time and location to be determined jointly by the State and vendor Project Managers. The agenda and minutes of each meeting shall be produced and distributed as mutually agreed by the State and vendor Project Managers.

### **3.14 Administration**

The vendor shall assign a dedicated financial representative to the State account who will cooperate with the State to resolve billing, payment or report and invoice accuracy problems that may occur during the course of the contract.

The vendor shall provide within five (5) working days, any corrective data requested by the State. This is inclusive of itemized balances and credits owed the State. The vendor shall provide daily reports indicating the completion or continuation of any service requested by the State.

### **3.15 Report and Invoice Format**

All reports and invoices must be provided in two formats, electronic CD computer media and paper..

#### **3.15.1 CD Media**

Monthly billing on computer CD format must be Open DataBase Compliant (ODBC), non-restricted ASCII files. Bills shall include all costs and service definitions including line capabilities and charges for each line. Costs must be accurately listed including fixed monthly costs and usage (toll) costs.

#### **3.15.2 Paper**

Paper invoices must be detailed including each telephone line in sequential order of telephone number per address location, and inclusive of all information presented on CD media. Information shall be in simple English with limited use of vendor codes and acronyms.

### **3.16 Billing Period**

All billing shall be inclusive of the first day of the calendar month through the last day of the calendar month, inclusive. Computerized bill detail CDs and complete billing information shall arrive at the NHCTCS office at 26 College Drive, Concord, NH, 03301 no later than the 20<sup>th</sup> of the month following the billing period.

### **3.17 Accuracy of Invoices**

State RSA 21-I:8(c) requires vendor charges "are just and proper claims against the State and within appropriations provided by statute." Vendor shall be responsible to justify all charges to the State. Invoices must be reviewed for accuracy prior to delivery to the State. All billing information provided to the State must reflect same information. Paper records and electronic formats must reflect same call detail, same record count, same call and service cost and same content. Conflicts between support data and paper billing shall be considered incomplete billing and payment held until proper support information provided by the vendor.

### **3.18 Monthly Invoice Information**

All monthly reports and invoices must include detailed call records listing all voice call origination telephone numbers, voice calls billed to State office lines or accounts (inclusive of third party or collect calls). "\$0" billed calls and local calls shall be included in a "Non-Billed" record file (database). Inclusive are 911, 555, 800, 888, 877 and related services. Invoices must contain all information required for billing and bill-back of services. The following service/call records require information as listed below:

#### **3.18.1 Direct Dial Calls**

- Date of call including calendar month, day and year;
- Day of call by day of the week;
- Time of call based on a 24-hour clock;
- Length of call based on minutes and seconds;
- Originating telephone number;
- Terminating telephone number, number dialed;
- Terminating city or town and state or province and country;
- Cost of call in dollars and cents;
- Call type definition based set codes.

#### **3.18.2 Directory Assistance**

- Date of call including calendar month, day and year;
- Day of call by day of the week;
- Time of call based on a 24-hour clock;
- Originating telephone number;
- Terminating telephone number, number dialed;
- Cost of call in dollars and cents;
- Call type definition based set codes.

#### **3.18.3 Third Number (Third Party) or Collect Billed Calls**

- Date of call including calendar month, day and year;
- Day of call by day of the week;
- Time of call based on a 24-hour clock;
- Length of call based on minutes and seconds;
- Originating telephone number;
- Originating city or town and state or province and country;
- Terminating telephone number, number dialed;
- Terminating city or town and state or province and country;
- Billed telephone number;
- Cost of call in dollars and cents;
- Call type definition based set codes.

#### **3.18.4 Conference Calls**

- Date of call including calendar month, day and year;
- Day of call by day of the week;

Time of call based on a 24-hour clock;  
Length of call based on minutes and seconds;  
Originating telephone number;  
Originating city or town and state or province and country;  
Terminating telephone number, number dialed;  
Terminating city or town and state or province and country;  
Telephone number of each party included in the conference call;  
Cost of call in dollars and cents;  
Call type definition based set codes.

### **3.18.5 Service Orders**

Vendor order number;  
Affected telephone;  
Itemization of services;  
Itemized cost of services.

### **3.18.6 Fixed Charges**

- Fixed monthly costs shall be prorated for days of operation within a calendar month.
- The State shall not be assessed taxes, additional monthly fees or late payment fees. All taxes, fees and other charges mandated by government regulatory agencies must be inclusive of contracted charges. Universal Service Fees are the only exception to this requirement, and be clearly stated in the vendors bid.
- Detailed voice call records shall be provided to the State on CD computer files. No additional charges beyond those quoted above shall apply. No per record, CD or other charges shall apply.
- No charges for vendor equipment repair shall be assessed the State. All equipment must be installed, serviced and maintained by the vendor without additional charges other than those noted above.

### **3.18.7 Billing of Past Charges**

Vendors shall not hold the State liable for charges beyond 90 days from date of service if service invoices and/or related reports are not delivered in a manner and timeframe defined within this RFB. The State shall not be held liable for past due charges, and the vendor shall not access additional charges for bills past due.

Billing shall not be considered complete until all reports and invoices as noted in section 3.18, Monthly Invoice Information and all associated subsections are provided for the respective billing month. All payments for the associated service shall be held until the requirements of this Section are met.

### **3.19 Payments to Vendors**

It is required that payments received by the vendor be appropriately posted to the specific State account for which the payment was received. The vendor must maintain a full ledger process, reviewing all payments to State accounts. If any received payment exceeds the individual account invoice, the vendor shall contact the originator of the payment for payment review and justification. Any errors by the vendor or State will be entirely credited by the vendor. No late payment fees may be charged.

State payments may be delivered on single checks listing multiple accounts. Such listings may be included on the check stub or other attached paper files. The vendor shall be responsible to view check stubs and/or attached addenda and ensure proper crediting of accounts. Failure to do so by the vendor shall not be the responsibility of the State. The vendor is required to provide at the request of the State, written reports to demonstrate the vendors account receivables procedures including a payment history of State accounts.

### **3.20 Transition Services**

The vendor must transition services with a minimal interruption of service to the State. All service transitions shall be coordinated with existing vendors and State contacts. The vendor shall provide and maintain throughout the installation process, and any updates and changes thereafter, detailed, updated plans and records for service conversion. All plans must be approved by the State prior to implementation. Plans shall be provided to the State

prior to service implementation, for each site scheduled for service. Approval of final installation dates shall be at the sole determination of the State. Any implementation that may result in "down" time for service users, shall be scheduled for non-work days. .

### **3.21 Vendor equipment**

Vendor must provide all services using quality switching equipment with fully redundant hardware, automatic recovery resource switching and power backup facilities. Vendor network and equipment must be fully redundant. The vendor must clearly identify all items used to provide service including equipment definitions with make and model of equipment, software with version and associated parts. Include these items in Attachment 1. Vendor must state required space allocation for on-site equipment. Vendor must indicate how added stations and phones will be handled (leased or state provided. Indicate if NHCTC is required to purchase phones from vendor or may purchase from outside source.

#### **3.21.1 Multi-Line Telephones**

Where required by the State, vendors must provide multi-line full featured telephones with the following characteristics:

- Multiple line appearances (main telephone number with additional line appearances, 8 total minimum) over standard two or four pair station cabling;
- Two, 24 character line display for calling name, number (ANI) and feature services;
- Hands free speaker-phone operation;
- Mute key;
- Multiple ringing alerts;
- Thirteen system programmable keys for feature access or dialing;
- Hearing aid compatibility;
- Visual voice mail indicator;
- Desk or Wall mountable.
- Vendor and NHCTC will assess total needed.
- Headset capability at operator stations and specially designated locations.
- Assigned jack
- Assigned on-hook and off-hook button.
- Emergency power failure phones must be included in loop. Pease (Portsmouth) campus will need new installations of power failure phones, based on time and materials basis, and estimated cost to be provided prior to installation.

#### **3.21.2 Line Status Monitor**

Where required by the State, vendors must provide multi-line telephone add on expansion module with the following characteristics:

- 22 buttons for station dialing and on-hook/off-hook alternate Line Status Monitoring;
- Ability to add link two modules per telephone for a total of 44 button operation.

### **3.22 Analog Line Compatibility**

Vendor must provide analog telephone compatibility for full feature analog services including telephones, faxes and modems. The vendor is not required to provide these items.

### **3.23 Network Management**

The vendor must perform 24 hour x 7 day monitoring, reporting and maintenance of its network in support of State services including addressing of system failure (full and component), network overload, network performance, alert management, management reports and other related items. .

### **3.24 Vendor Equipment and Maintenance**

The vendor shall be responsible for the delivery of any required equipment in first class condition at the point of delivery, and in accordance with good commercial practices. The vendor shall remain responsible for the quality, service and operation of all such equipment and associated materials. Vendor shall be responsible for servicing all cabling inside and outside of address locations, including station cable, jack and telephone (when provided). In all other cases, the vendor point of demarcation (responsibility) shall be the station jack.



### **3.25 Line Types**

Vendors shall provide services using three line types as listed below.

#### **3.25.1 Type 1 Analog Line/Extension with PSTN Access**

Type 1 line/extensions shall be standard loop start analog lines allowing connection of standard 2500 set telephones, PBX or key systems, fax machines and modems. All such lines shall be allowed Public Switched Telephone Network access within the parameters of the Facility Restriction Levels.

#### **3.25.2 Type 2 Digital Line/Extension with PSTN Access**

Type 2 lines shall be special digital services line/extensions allowing connection of vendor provided multi-line telephones as defined above. All such lines shall be allowed Public Switched Telephone Network access within the parameters of the Facility Restriction Levels.

#### **3.25.3 Type 3 System Extension**

Type 3 lines may be either analog or digital, allowing user access to any vendor State subscriber as the result of this Bid and resulting contract. The subscriber need not be allotted PSTN access other than for dialing 911 services. When proposing digital or proprietary telephones, vendor must include telephone set costs in the appropriate Exhibit B table.

### **3.26 Pre-installation Site Visits**

Prior to initial cut over, the vendor must conduct pre-implementation reviews of each State premise to ensure that the vendor is completely familiar with the installation conditions of the State's facility. This required visit must include, at a minimum, an inspection of the condition of the telecommunications room, the condition of outside cable facilities used to provide service, and consideration of new facility installation. The vendor shall be responsible to re-configure any supporting facilities required to connect to existing station cable.

### **3.27 Service Interruptions**

The vendor shall notify the State of any unscheduled interruptions of service during the implementation, installation of or repair of any service.

### **3.28 Restoration of Damaged Property**

The vendor must restore to original condition any damage to State property caused by maintenance or installation personnel including, but not limited to desks, floors, walls, ceilings, etc.

### **3.29 Service Orders**

After the initial services are installed, it is expected that service quantities will increase and decrease as State demands and responsibilities change. The vendor must allow for system changes at no cost increase for existing services.

#### **3.29.1 Single Point of Contact**

The vendor must serve as the Single Point of Contact for the State for all maintenance issues regarding vendor services. This shall be inclusive of any and all repairs and new service work.

#### **3.29.2 Dispatch Personnel**

The vendor must provide office dispatch personnel, accessible by dialing a single toll free telephone number. Dispatch personnel must have direct access to technicians. Personnel must be knowledgeable of service requests, scheduling, technician activity and customer billing. Said personnel must be available at all times during the business hours of 8:00 a.m. to 11:30 p.m., Monday through Sunday, excluding State holidays. In addition, the vendor must provide call-forwarding services for emergency requests during all other times. When called, the State contact must receive a vendor return call within 15 minutes of initial call. Vendor must provide what services will be rendered as remote (no charge) and on-site (charged).

#### **3.29.3 Personnel Access through E-mail**

The vendor shall maintain E-mail availability throughout the term of the contract, with mail being verified and emptied every hour of operation. The State may communicate with the vendor in all respects through E-

mail as desired by the State. Vendor systems must be capable of receiving and interpreting Adobe, MS Office Professional and Visio files.

#### **3.29.4 Disconnect Orders**

Disconnect orders placed by the State must be implemented on second State business day after transmission of request. Any usage of service not disconnected by the vendor as requested by the State, shall not be invoiced to the State.

### **3.30 Service Considerations**

#### **3.30.1 Repair and Installation Services**

The vendor must agree to comply with the following categories for maintenance of its proposed network services:

- Critical Maintenance;
- Emergency Maintenance;
- Routine Maintenance;
- New Services

##### **3.30.1.1 Critical Maintenance and Escalation**

The vendor must provide critical maintenance for services designated by the State as critical to State operation and/or public safety. Critical Maintenance services shall be required when one of the following situations occurs: Total system failure; Loss of service to emergency services or life safety line; Loss of service to any address; and/or Loss of an attendant console;

Critical services shall be remotely verified within 15 minutes of report of service outage. Repairs shall be escalated to second level of support if not restored within one hour of report. If services are not restored within two hours of reports, the vendor shall utilize all available support to ensure restoration of services. For that and every hour of failure thereafter, vendor shall provide telephoned reports defining the methods used to restore services, and the Estimated Time to Restore (ETR) services. If services are not restored within 24 hours, the State may request an investigation and/or services from an alternate vendor. All charges for such services shall be forwarded to the primary vendor.

The State shall be the sole determinant in defining a "Critical Maintenance" report. Any repair may be upgraded to Critical once the initial repair timeframe has expired. If the Vendor fails to restore service within 72 hours, the State reserves the right to pursue any and all remedies.

##### **3.30.1.2 Emergency Maintenance Requirements**

The vendor must provide emergency maintenance for those network services designated by the State as important to the function of the State. Inclusive of those problems shall be any problem affecting the main telephone number and its hunt group, Direct-Inward-Dialing (DID) operation, or outward dial access. All such reports must be remotely tested by the vendor within 30 minutes of report, with repairs initiated within the hour. If services are not restored within two hours of report, second level support shall be obtained through the vendor. If services are not restored within 8 hours, the Emergency Maintenance problem shall be escalated to Critical Maintenance.

##### **3.30.1.3 Routine Maintenance Requirements**

The vendor must provide routine maintenance for those network services designated by the State as routine maintenance services. Such services shall include, but are not limited to any problem regarding a single telephone line or voice service. The vendor must test the affected service within two (2) hours of receipt of the trouble report from the State. The vendor must complete all testing of the affected circuits or network service within four (4) hours of the initial service call by the State. Services shall be restored within 8 State business hours of report. If repairs are not completed within 8 State business hours of State issued report, the repair may be upgraded to Emergency status.

#### **3.30.1.4 New Service Requests**

Vendor shall install all new services on or before the State requested due dates. Scheduled installation day and time of day must be provided to the State within five (5) business days of transmission of State request. 90% of all telephone line installations, add moves and changes, must be completed within 7 days of request. 100% of all telephone line installation, moves and changes must be completed within 14 days of request. If the vendor fails to meet the above timeframes, the State reserves the right to pursue any and all remedies.

#### **3.30.2 Service Availability**

The vendor shall make service available 24 hours per day, seven (7) days per week. The vendor shall be responsible to implement appropriate maintenance. The vendor shall have in his employ a sufficient number of trained personnel to ensure that emergency calls shall be answered promptly, 24 hours a day.

#### **3.30.3 Vendor Site Services**

All vendor personnel, upon entering the premises of a State, must inform the designated State contact of his/her arrival. The vendor must also inform the designated State contact when leaving the State premises.

#### **3.30.4 Installation Standards**

All communication service installations shall be conducted in full compliance with all specified standards in a manner equal to or better than the normal safety and security procedures and standards established by the State, and at no time shall State facilities or its occupants be placed in jeopardy.

Work must be performed in such a manner as not to inconvenience building occupants. The vendor shall determine the State's normal working conditions and activities in progress and shall conduct the work in the least disruptive manner.

#### **3.30.5 Waste Materials and Cleanup**

The vendor shall be responsible for the removal of all waste, scrap and packaging material resulting from the completion of service to an off site vendor location. Vendor employees shall be provided with brooms and vacuums for the cleanup and removal of all debris and packaging material resulting from its work on State premises on a daily basis. Upon completion of installation, the vendor must leave the State premises clean, orderly and ready for immediate use.

The vendor shall be immediately called back to any location requiring "clean-up" if the work site is found untidy with scrap materials. All such return service shall be at the vendor's expense.

#### **3.30.6 Compliance with Jurisdictional Authorities**

The vendor shall give all notices and comply with all codes, laws, ordinances, rules and regulations of any public authority having jurisdiction that bears on the performance and standards of its work. The vendor shall obtain and pay for all licenses, permits, and inspection fees required for work being performed.

### **3.31 Local Number Portability**

Vendor must negotiate with the incumbent vendor to ensure that existing telephone numbers are retained with service conversion. All number assignments shall be the responsibility of the vendor, with strict coordination through the State. Vendor must work with NHCTC to attempt utilizing some version of existing numbers. Dialing capability between Manchester, Stratham, and Pease (Portsmouth) will be by four digits maximum

The vendor must accept any telephone number (lines) used by the State prior to contract to be transferred to the vendor network service. The vendor shall be responsible for initiating all orders and requests for transferring services, ensuring that such orders are completed within the timeframe specified by the State, and completely operable to the satisfaction of the State. State offices shall retain telephone numbers when changing from current local exchange carrier to the vendor's services as well as from the vendor's service to an alternate carrier. The vendor must provide future telephone number portability with its line numbering.

### **3.32 Local Service**

The vendor must not charge for Local Exchange service on other but the fixed monthly line charge. LEC service consistent with State office locations shall be maintained. The vendor is required to adhere, at a minimum, to the local calling area definitions for ILECs within New Hampshire. Per minute and per call charges are NOT allowed for incumbent local exchange local calling services. All charges for calls to and from exchanges common to ILEC Central Office access are inclusive of the monthly line charge. Any call between subscribed NHCTCS campuses shall be considered local service.

### **3.33 Pre-Subscription for Local and Toll Services**

The vendor shall provide local, intra-LATA and inter-LATA services. The vendor shall fully cooperate with any entity to ensure complete compliance with the North American dialing Plan and any international plans providing service. Once service is established, the vendor shall be solely responsible to insure that a freeze is placed on the local service provider (LSP), LPIC and PIC. The state shall not be responsible for the payment of any bills generated due to LSP, LPIC or PIC changes not requested by the State. All account errors that may result from “slamming” or other unauthorized activity shall be monitored by the vendor, and services invoiced to the State at the contracted rates.

### **3.34 Voice Call Billing Increments**

All vendor invoices, call detail reports and charges shall be based upon six second or less billing increments, with charges rounded up to the nearest penny. 18 second minimum billing will be allowed. All other costs shall be accurately defined and charged in six second or less intervals.

### **3.35 Multiple Local Service Sites**

The vendor may not quote rates that vary from calling area to calling area or geographic distance. A rate must be quoted for all campus locations.

### **3.36 System Fraud Control**

The vendor shall be responsible to monitor network traffic, validate fraudulent traffic, mitigate fraud, analyze fraud patterns and refer cases for investigation and utilize methods for fraud avoidance. The Vendor must provide a network security service, monitoring call fraud, 24 hours per day, seven days per week, to detect and prevent unauthorized service use. The State shall not be held liable for costs of suspected fraudulent calls. State accounts shall be credited for the cost of the fraudulent activity once detected. Monitoring shall include excessive call charges on a single line, or account, excessive call duration, "third world" calls, high quantity of calls to the same geographic location and questionable third party charge-backs.

### **3.37 Compatible 911 Services**

Vendors must comply with State of New Hampshire RSA 374:22 I, and make available the universal emergency telephone number 911 for seeking assistance from fire, police, and other related safety agencies through a single public safety answering point. Vendor shall assure that all requests for police, fire, medical, or other emergency services received by the provider or the provider's operator services shall be transferred to the public safety answering point. Such transfer shall include the calling party's telephone number in American Standard Code for Information Interchange (ASCII) in a format recommended for data exchange by the National Emergency Number Association (NENA).

### **3.38 Subscriber Dialing**

Vendor shall provide dialing between Manchester/Stratham/Pease by a maximum of four digits, using existing numbers. subscribed to the vendor. All such calls shall be toll free, not resulting in per minute or one time call charges.

### **3.39 Service Grade P.01**

The vendor shall be responsible to ensure a network service grade of P.01, resulting in a call blockage or service failure rate not to exceed 1 call for every 100 calls placed.

### **3.40 Test Levels**

Test levels on any voice analog circuit when measured from the user telephone or analog device to the vendor test equipment located at the remote primary switch shall not exceed the following measurements (Digital services must meet equivalent digital characteristics.):

- Circuit loss of -6 dBm;
- Three tone slope (410 Hz, 1020 Hz, 3010 Hz) must be within +/-3 dBm of each reading;
- Post dial delay from last number dialed to first ring must be 3 seconds or less for all on-net traffic;
- Post dial delay from last number dialed to first ring must be 7 seconds or less for all on-net to off net North American stations;
- Circuit noise of less than 25 dBmC;
- Loop Current measurements with a 435 ohm termination (off hook) measurement between 23 mA and 38 mA;
- Line voltages (on-hook) of between 46 Vdc and 56 Vdc.
- Recognition of telephone operation (on-hook, off-hook loop current detection) for current draw based upon a 435 ohm termination of 8.5 mA to 23 mA.

All measurements shall be inclusive of any switching, line type conversion and/or facilities located between the end user telephone and the vendor switch. Vendor shall be responsible for repair or replacement of all such items, which cause failure, degradation or intermittency.

### **3.41 Ringer Equivalency Loads**

Vendor analog equipment shall allow bridging of analog equipment up to a Ringer Equivalency load (REN) of 5.0 A or B, as defined in Part 68 of FCC Rules and Regulations.

### **3.42 Operator Services**

The vendor must provide local and intra-LATA human operator services for assistance in placing local, person-to-person, collect and local third party calls. All such services shall be programmable to allow or disallow services on a line-by-line basis. The vendor must provide local operator service 24 hours a day, 365 days-per -year with no holiday exceptions.

### **3.43 Access to Directory Assistance**

The vendor must provide local and intra-state directory assistance service by direct-dial services.

### **3.44 Listing in Directory Assistance**

All published telephone numbers of State offices must be available to the general public through the use of telephone access to an automated or 'live' directory assistance service. All directory information must be maintained and updated by the vendor as directed by the State. Directory listing errors must be corrected within two State business days.

### **3.45 Printed Directory of Telephone Numbers**

The vendor shall list lead office numbers the present LEC (Verizon) telephone books as directed by the State. The vendor shall coordinate and provide accurate invoicing to the State for all such services, itemized per line. At present, only primary contact numbers are listed, but may be listed in multiple directories. The vendor must ensure that all such listings are continued.

The vendor shall be responsible to coordinate with the State the inclusion or exclusion of all such directory listings. One listing per number shall be provided when directed by the State, at no charge to the State. Additional listings may be invoiced.

### **3.46 Disconnection of Services**

The vendor must provide local exchange service that allows for intercept messages and referrals to be associated with local exchange service that has been disconnected. These intercept messages must include the number dialed not in service with referral to new number (10-digit format).

The vendor must retain all State required intercept messages and referrals for a minimum of 90 days from the date of disconnection. The vendor must provide all State required intercept messages and referrals at no cost.

### **3.47 Busy Condition Studies/Reports**

The vendor must provide, upon request by the State, a report that indicates the number of times in a set period of time (i.e., hourly, daily, weekly or monthly) that a caller encountered a busy condition when calling a vendor provided telephone line. Such service shall not be limited by line hunting. Services shall allow up to 20 lines to be simultaneously monitored, for up to 30 days, per the direction of the State.

### **3.48 Virtual Toll Free Services**

The vendor shall provide incoming toll free services that accommodate intra-LATA and/or inter-LATA services on a virtual access basis. Virtual toll free dial service is that service which allows any call placed to a predefined toll free number to be connected to a designated local service telephone line. Line numbers assigned to incumbent carriers must be transferred to vendor services.

### **3.49 Call Answer Supervision**

The vendor must propose a toll free service network that provides full call and answer supervision for domestic United States calling.

### **3.50 Access Restrictions**

The vendor must provide access restrictions that may be programmed on a line-by-line basis. Such restrictions shall include allowance to local, State, national or national dial locations, on a line-by-line basis. 911 services shall not be restricted at any time.

### **3.51 DTMF Compatibility**

The vendor must propose services that can be used by Touch Tone (DTMF) compatible equipment, and will allow the transfer of DTMF once line connections have been completed.

### **3.52 Line Features**

Vendor must propose services with the following features that shall be inclusive of the basic monthly line cost. All feature assignments must be retained by the vendor whenever any line is modified or relocated. All feature capabilities must be programmable, allowing assignments to lines on a line-by-line basis. A feature must be available to all devices used for audible communications on the vendor network, inclusive of any technology used by the vendor.

### **3.52.1 Call Forwarding – Busy Line**

Provides for the automatic routing of incoming calls to a pre-selected station line when the called station line is busy. This feature will not be provided on a station line with Call Waiting.

### **3.52.2 Call Forwarding Don't Answer – All Calls**

Provides automatic routing of incoming calls to a pre-selected station line when the called telephone is not answered within a predetermined number of rings.

### **3.52.3 Call Forwarding Variable**

Allows a station user to redirect incoming calls to another line in the system or to a number outside of the system.

### **3.52.4 Call Hold**

Allows a station user to place an established call on “hold” leaving the line free for dialing other calls.

### **3.52.5 Call Pick up Groups**

This feature allows a user to answer any call within an associated preset group of lines.

### **3.52.6 Call Transfer; All Calls**

Allows a station user to transfer any established call to another line within or outside of the vendor system.

### **3.52.7 Conference Call-Six Way**

Allows any station to sequentially call up to five other parties in a common call path. The station adds parties together to make a six-way call.

### **3.52.8 Consultation Hold**

Allows a station user to hold any established call, dial another telephone number for consultation, and then return to the originally established call.

### **3.52.9 Direct Inward/Outward Dialing (DID/DOD)**

Allows incoming calls from the local exchange and long distance network to reach an individual station or group of stations in the system without the assistance of an attendant. Permits stations of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code.

### **3.52.10 Facility Restriction Level (FRL)**

Facility restriction levels define the calling privileges associated with a line. Each outgoing route within a routing pattern is assigned an FRL that identifies the minimum level of privilege needed to access the facility. The originating line must have an FRL equal to or greater than that of the facility to be used. FRLs may allow different access dependent upon time of day. Required times are day, 7:30 A.M. through 4:30 P.M., on standard workday. Night is all other times including weekends and holidays. All FRL levels shall allow 911 dialing. Required FRLs are as follow:

#### **FRL Level Access Areas**

- Local calling only;
- New Hampshire LATA day, Local access at night;
- New Hampshire LATA day, New Hampshire LATA at night;
- New England LATA(s) day, local calling night;
- New England LATA(s) day, New Hampshire LATA at night;
- New England LATA(s) day, New England at night;
- USA day, local calling only at night;
- USA day, New Hampshire access at night;
- USA day, USA at night;

- Unlimited access day, local at night;
- Unlimited access day, New Hampshire at night;
- Unlimited access day, unlimited access at night.

#### **3.52.11 Music On Hold**

The provision of music to parties placed on hold as a result of the three way calling, call transfer, call hold, call waiting and attendant camp-on features. The vendor must provide a registered music source with no costs imposed on the State for royalties and service licensing or registration.

#### **3.52.12 Night Service**

Permits the routing of calls normally directed to the attendant to selected station lines within the system when the attendant position is not occupied.

#### **3.52.13 Speed Calling**

Allows a station user to call a pre-designated 7 to 10 digit telephone number by dialing a valid one or two digit dialing code. The customer changeable speed-calling list contains from 6 to 30 codes.

#### **3.52.14 Uniform Call Distribution**

A type of line hunting that provides an even distribution of incoming calls among the available members of a hunt group.

#### **3.52.15 Automatic Callback-Calling**

A feature enabling a station user calling a busy station within the system to be automatically connected to the called line when the line becomes idle. Feature allows a calling party to camp on or queue the called station for up to 15 minutes. A DTMF tone for cancellation shall be provided, to allow the user to cancel the queue prior to the 15-minute timeframe.

#### **3.52.16 Call Service Restriction**

The vendor must propose local exchange service that allows the State to block access to some or all prerecorded announcements, talk lines, and information services. The vendor shall provide and maintain a list of all recommended lines for restriction.

The vendor list must include any additional area codes and/or exchanges that provide such pay-per-call services which are currently available and as are introduced in the future North American numbering plan and dialing services. The network must allow per line programming services that allow or disallow any or all such services on a line-by-line basis. The vendor must provide outside dialing service restrictions (programmable per telephone line) that disallow use to pay per call services.

#### **3.52.17 Collect or 3rd Party Call Acceptance**

The allowance of collect calls and third party billed calls acceptance based upon State request.

#### **3.52.18 Incoming Caller Identification**

The local exchange service must provide incoming caller identification (Caller ID) allowing for the display of calling telephone number to an industry standard Caller ID device, telephone instrument or premises-based telephone system.

Service must allow the caller to either block or activate the caller identification service. By default, each line will be unblocked. The vendor must allow permanent line blocking on a line-by-line basis.

#### **3.52.19 Incoming Call Trace Capability**

The ability of a user to initiate a trace to caller originating number on a demand basis without previous notification or preparation. Resulting reports shall be considered proprietary and delivered to the contracting officer or designee only.

#### **3.52.20 Incoming Line Hunt**



Services must include unlimited line hunt of incoming calls to lines or trunks based upon a line busy scenario. Forwarding shall be to any other line in the network..

### 3.52.21 Last Call Return

The vendor shall allow a called party to call back the last called party by means of DTMF commands.

### 3.52.22 Three Way Calling

Enables a station user to establish voice connection with two other parties. The service user must be able to place an existing call on hold and dial the telephone number of a third party.

## 3.53 Voice Messaging

The vendor shall provide a fully managed voice messaging service mailboxes utilizing DTMF prompts and permitting interaction with the service via any touch-tone telephone. The system shall recognize the station that the caller attempted to call, and provide a user customized message indicating that the called party is not available and to leave a message. The service must allow, at a minimum, up to 30 messages in a mailbox at any one time; message length of three minutes in duration and message retention of up to 30 days. The option to disallow incoming messages must also be provided. Operator stations must have more than the regular stations (vendor should provide maximum they will support).

Voice mail service shall be available 24 hours a day, seven days a week and utilizes the keys of a touch-tone telephone for feature activation and message manipulation. All user programmable features including outgoing message and message retrieval shall be password protected with a DTMF encoded password of not less than four digits.

NHCTC will have the ability to change greeting message, due to special circumstances (such as inclement weather, school closing).

### 3.53.1 Retrieval

Voice mail message retrieval shall be per a dial-up toll free number, at no access cost to any system subscriber. The user must be allowed to access his or her personal mailbox for message retrieval and message delivery via any telephone on the vendor system and/or public switched network.

### 3.53.2 Voice Mail Feature List

Voice mail shall be provisioned with the following features:

- **Voice Mail Message Notification** Vendor shall provide voice mail notification via an audible and/or visual message indication. Audible notification shall be in the form of a stutter dial tone that the telephone user hears when the phone is take off hook to make a call. Stutter tones and duration must be unique to enough for the common user to distinguish between stutter and typical dial tone. Visual indicators active/deactivate a message waiting indicator lamp on a station set.
- **Record a message** System shall record messages up to three minutes in duration.
- **Replay a recorded message** Allow a user to retrieve a message through DTMF commands.
- **Outgoing Message** System must allow a user to record, modify, review and change an outgoing message at will, through DTMF telephones, connected directly on the vendor network, or remotely connected through the Public Switched Network.
- **Delete Recorded Messages** Users shall be able to delete incoming messages at will by accessing the mailbox.
- **Caller Features** Caller must be capable of reviewing recorded messages, marking message with urgent delivery, forward messages to multiple mailboxes in a defined group list or hang up with port/line release occurring within 15 seconds of hang-up by the caller.
- **Mailbox Owner Features** Mailbox owner must be able to perform the following when accessing voice mail:
  - ◆ Play messages;
  - ◆ Jump forward;
  - ◆ Jump backward;
  - ◆ Pause playback;

- ◆ Hear the time of day, day and date of message;
- ◆ Save messages for future reference for up to 30 days;
- ◆ Erase a message;
- ◆ Reply to a message received from another subscriber automatically;
- ◆ Skip to next message;
- ◆ Change password;
- ◆ Change user name;
- ◆ Create, edit, or delete personal greeting;
- ◆ Create, edit, delete, or group lists;
- ◆ Create, edit, or delete guest mailboxes;
- **Outside Notification** The notification to a mailbox "owner" that voice mail messages have been received via pager or alternate telephone notification.

### 3.53.3 Specifications

Vendor shall provide voice-messaging services on a fully integrated platform, allowing the interoperation of network features. System operation must, at a minimum, meet the following requirements:

- **Grade of Service.** A P.02 grade of service, blocking not more than 2% of the calls for any point in time, based upon service parameters of 20% busy hour, 20 minutes of access per user per day, and three minutes of storage per call;
- **Non-blocking Operation.** Voice messaging shall be non-blocking, with the vendor monitoring the occurrence of "busy" calls being rejected by the network, and expanding the service (ports) as necessary to maintain a P.02 grade of service under actual operating parameters. The vendor shall provide service reports to the State on a monthly basis, verifying such operation, and changes to the service to ensure future operations within these parameters;
- **Notification of Messages.** System shall provide message notification to users within three minutes of receipt of voice mail messages. Notification shall continue until user reviews such messages and deletes or stores messages for future reference;
- **Transfer/Answer Time.** Voice messaging shall answer calls within the first two rings or 12 seconds of the occurrence of an attempt to connect to the voice messaging system through circuit signaling;
- **Storage.** The vendor must maintain adequate memory in the system to meet all message storage requirements noted within. If for any reason system memory is exceeded, the vendor shall expand memory capability within 10 business days of report, and restore operation per specifications defined within.

### 3.54 Automated Attendant

Vendor shall provide automated attendant services, allowing callers to connect to an automated system for transferring callers to one of multiple extensions within the NHCTC campuses. System must allow a minimum of five selections, each with two additional layers of options (5 wide by three deep). Callers must be able to dial "0" to reach an attendant telephone, anywhere in the system. A user directory by name must also be included, with administrative features (programming) provided to selected NHCTC employees.

### 3.55 Administrator Training

The vendor must be prepared to train a minimum of 6 NHCTC representatives per year regarding ordering, system operation from a user perspective and troubleshooting of user errors. The vendor shall continue training throughout the duration of the contract, any service users requesting assistance, or receiving vendor service for the first time. This will be inclusive of all voice messaging services.

- Training shall occur at a State location as defined by the State;
- Training shall take place during State business hours as designated by the State;
- Training must take place within 30 days prior to service cutover, with a one-day (6 hour) refresher course 30 days thereafter;
- A minimum of two six (6) hour sessions will be held;
- Topics with written documentation must include all vendor used codes, processes, operations, interfaces and software programs as each relates to the State;

- Additional days of training may be provided per vendor recommendation or if equipment and processes fail to operate as defined.

### **3.56 On-Site User Training**

After the installation of services, the vendor shall provide monthly training sessions covering all user features and telephone/voice mail operations. A single class, approximately 30 minutes in length, will be provided at a State site. Multiple same day classes will be provided with class size not to exceed 20 individuals. The State will provide the training facility.

#### **3.56.1 Training Materials**

Training materials including pamphlets, guides and sample operation shall be provided for all network users.

#### **3.56.2 Additional Support**

Vendor shall provide a toll free support line with human personnel available to assist callers anytime during the State workday.

#### 4. STAFFING

Both the State and the vendor shall provide a contract manager and associated staffing for the administration of any resulting contract.

##### 4.1 Primary State Contact

The contracting officer and primary contact for NHCTC shall be:

Mary Kibbee-Lee  
New Hampshire Community Technical College System  
1066 Front Street  
Manchester, NH 03102-8518  
Telephone No. 603-668-6706 ext. 235  
Fax No. 603-668-5354  
E-Mail mlee@nhctc.edu

The State may at any time designate an alternate contracting officer or delegate responsibilities among additional employees.

##### 4.2 Primary Vendor Contacts

Vendor must provide a primary contracting officer for all services provided to the State.

##### 4.3 Vendor Account Management

The vendor single point of contact for the State must be provided with a team of vendor representatives to work in conjunction with the State and any State vendor regarding the interface of any and all vendor or State provided and supported equipment.

##### 4.4 Invoicing Service Support

The Vendor shall provide dedicated financial representatives knowledgeable in the vendor invoicing systems, associated input, and corrective activities to resolve billing, call detail, equipment programming, and data discrepancies.

##### 4.5 Account Team Access

Vendor must provide telephone, facsimile, and Internet e-mail access to each individual on the vendor account team. General toll free numbers must be provided for telephone and facsimile services on a statewide basis.

##### 4.6 Security Review

Prior to providing service to the State and entering any State facility, each vendor and/or subcontractor employee must obtain security clearance from the State. Each employee's name and date of birth must be provided. *No vendor employee shall be allowed on a job site without first obtaining such clearance for the life of any resulting contract and extensions thereof.* These terms are inclusive of any subcontractor or other personnel providing services at State facilities. The determination of acceptance shall be solely the State's decision. The following security requirements apply:

- Employee agreements allowing background checks will be exclusively the responsibility of the vendor.
- The State may require that a vendor employee be precluded from entry into any facility. The vendor shall replace any such employee working at such locations as directed by the State.
- The vendor shall provide written notice to the NHCTC of any changes of vendor employees providing service to the State, and obtain authorization from the State for acceptance 10 business days prior to service provisioning by such employee.
- All vendor personnel must comply with the individual State facility security requirements in which they are performing services under this contract including signing required log in/out forms.
- Should installation personnel be rejected by the State, the vendor must provide replacement personnel immediately in order to meet assigned installation dates.

#### **4.7 Status of Vendor Employees and Subcontractors**

Vendor employees and subcontractors shall in all respects be independent of the State and in no way considered employees of the State.

#### **4.8 Vendor Employee Reassignment**

The State reserves the right to require the vendor to train, counsel or reassign any personnel (including subcontractors) whose actions or appearance are not consistent with the standards of the State and in the best interest of the customers utilizing the vendor services.

#### **4.9 Picture ID**

Vendor shall provide employee picture ID badges including the company name and company contact telephone number for each employee servicing the State account. The ID shall be worn by all vendor employees while servicing the State. The State shall retain the right to disallow service and site access to any employee not displaying an ID badge. All costs of acquiring such badges shall be solely borne by the vendor.

## **5. PROPOSAL FORMAT/GUIDELINES**

### **5.1 General Information**

The vendor shall respond to this RFB according to the format specified below.

### **5.2 Bid Description**

The vendor bid must abide by the following outline and document sequence.

#### **5.2.1 P-37 Agreement**

Vendor must provide a signed P-37 Agreement page. An Officer authorized to bind the Vendor as specified in this RFB must sign the Standard Terms and Conditions Form P-37 of this RFB. This form must be completed in the blocks numbered 1.3, 1.4, 1.11, 1.12, 1.13, 1.13.1, 1.13.2 and submitted with the bid. By signing these terms and conditions, the Vendor is also agreeing with the additional provisions defined in this RFB. If and when a selection for an award is made, the balance of the Form P-37 will be completed by the State.

#### **5.2.2 Company Profile**

To warrant consideration for this contract, vendors must submit full details regarding the following items:

- Full legal company name;
- Year business started;
- Type of business entity, Corporation, Partnership, LLC, etc.;
- If applicable, information on any parent/subsidiary relationships with any other company or companies;
- State of incorporation;
- Provide details of any litigation your company may be a party to in which an adverse decision might result in a material change in the company's financial position or future viability;
- Network facilities currently provided in New Hampshire;
- Presence in the State of New Hampshire.

#### **5.2.3 Experience**

The vendor must prove a minimum of three (3) years experience in the telecommunications industry and demonstrate its experience with similar accounts. Provide descriptions of projects and customers similar in scope to the work described in this RFB including information demonstrating staff of sufficient size and experience to complete the requirements outlined in this RFB.

#### **5.2.4 References**

Vendors must provide a minimum of three similar contracted projects currently underway and those completed within the past 36 months. Include the length of time for the project, contracted dollar value of the project, project description, and affirm if the project was completed on time and within the contracted dollar amount. Vendor must provide a reference for each project, including the following:

- Name;
- Title;
- Address;
- Phone/fax numbers;
- E-mail address;

#### **5.2.5 Proposal Pricing**

Proposal Pricing must be submitted according to the requirements presented in Exhibit B Price.

#### **5.2.6 Attachment 1**

List all equipment associated with services including telephones and switches.

#### **5.2.7 Certificate of Insurance**

Vendors must provide a Certificate of Insurance. Include after Attachment 1.

**5.2.8 Certificate of Good Standing**

Vendors must provide a current Certificate of Good Standing from the New Hampshire Secretary of State's Office with their RFB response. Certificates can be obtained from the Secretary of State's Corporate Division on 25 Capitol Street in Concord, New Hampshire.

**5.2.9 Corporate Resolution**

Vendor must provide a Corporate Resolution, authorizing the signature of the person endorsing the P-37 Agreement form, signed and stamped with the corporate seal by the secretary of the corporation, stating that the person endorsing such documents is authorized to do so, binding the corporation to the proposal.

## EXHIBIT B

Vendor shall bid services using the tables in Exhibit B. Costs shall be all inclusive.

*The costs listed herein are the only costs to be charged the State throughout the duration of any resulting contract. Only costs as labeled shall be assessed to the State. Charges incurred as a result of doing business, a result of governing body legislation, tariffs, vendor internal policies or otherwise shall not be reflected as additional charges to the State. The only compensation paid by the State to the vendor shall be those disclosed within this document. Invoice charges not included here shall be credited the State as an invoicing error.*

All service features noted within this document shall be included at the rates noted in the following table. If features and not listed separately, costs are included in the quoted line costs.

It is recognized that calling charges for calls outside of North America may not be in control of the vendor. The vendor must provision all such calling services. Calling charges (toll, operator assistance, etc.) for calls made outside of North America shall be the lowest costs charged by the vendor to any of their customers.

One LEC directory listing per telephone number shall be provided when directed by the State, at no charge to the State. Additional listings may be invoiced at rates listed in the attached tables.

No disconnection or termination charges will be assessed for any service.

Vendors shall note their service costs in the following tables. All costs that do not relate to specific items will be noted at a \$0 cost. Only costs in the format presented to the State shall be assessed for a service.

Voice mail and automated attendant services shall be provided at the set price in the attached tables. No additional charges for vendor equipment, service ports or setup shall apply.

Table headings are defined as follows:

**Item:** *Service being provided.*

**Evaluation Quantity:** *Number of service items used for cost comparison.*

**One Time Cost:** *Installation or service initiation cost of a service. .*

**Monthly Cost:** *Cost billed to the State for one calendar month of service. Services shall be prorated by active service days of the month for all services connected or disconnected within the month.*

**ADDITIONAL COSTS:** *Other cost items charged to provide services as defined. Vendor must define all such items including costs and price labels.*



## EXHIBIT B

### PRICE

#### FIXED COSTS (Evaluation Quantities are estimates)

ITEM	EVALUATION QUANTITY	ONE TIME COST	MONTHLY COST	60 MONTH TOTAL COST (1 x 2) + (1 x 3 x 60)
Column No.	1	2	3	4
Type 1 Analog Line/Extension	106	\$_____ per Line	\$_____ per Line	\$ _____
Type 2 Digital Line/Extension	31	\$_____ per Line	\$_____ per Line	\$ _____
Type 3 System Extension	10	\$_____ per Ext.	\$_____ per Ext.	\$ _____
System Extension Telephone (if bid)	10	\$_____ per Ext.	\$_____ per Ext.	\$ _____
Multi-Line Telephone Additional Line Appearance	90	\$_____ per Line appearance	\$_____ per Line appearance	\$ _____
Multi-Line Telephone	31	\$_____ per Phone	\$_____ per Phone	\$ _____
22 Button Line Status Monitor	3	\$_____ per Monitor	\$_____ per Monitor	\$ _____
Telephone Relocation	50	\$_____ per Phone	\$0.00 per Phone	\$ _____
Virtual Toll Free Line	2	\$_____ per Line	\$_____ per Line	\$ _____
Voice Mailbox	96	\$_____ per Line	\$_____ per Line	\$ _____
Automated Attendant	3	\$_____ per Application	\$_____ per Application	\$ _____
Virtual Mailbox	10	\$_____ per Application	\$_____ per Application	\$ _____
6 Way Call Conferencing (Toll charges apply.) expanded mailbox	10	\$_____ per Application	No Charge	\$ _____
<b>ADDITIONAL COSTS</b>				
		\$_____ per _____	\$_____ per _____	\$ _____
		\$_____ per _____	\$_____ per _____	\$ _____
		\$_____ per _____	\$_____ per _____	\$ _____
		\$_____ per _____	\$_____ per _____	\$ _____
		\$_____ per _____	\$_____ per _____	\$ _____

**VARIABLE COSTS (Evaluation Quantities are estimates)**

ITEM	EVALUATION QUANTITY	ONE TIME COST	SERVICE COST PER MINUTE	60 MONTH TOTAL COST (1 x 2) + (1 x 3 x 60)
Column No.	1	2	3	4
Calling Between Subscribed State Offices	All Phones	No Charge	No Charge	No Charge
Inter-LATA Calling (inc. toll free and conference call charges)	9,400	No Charge	\$.0_____ per minute	\$ _____
Intra-LATA Calling (inc. toll free and conference call charges)	8,700	No Charge	\$.0_____ per minute	\$ _____
Additional Directory Listings	5	\$_____per Line appearance	\$_____per Line appearance	\$ _____
Collect Calling	100	\$_____per Call	\$_____ per minute	\$ _____
Directory Assistance	500	\$_____per Call	No Charge	\$ _____
<b>ADDITIONAL COSTS</b>				
		\$_____ per _____	\$_____ per _____	\$ _____
		\$_____ per _____	\$_____ per _____	\$ _____
		\$_____ per _____	\$_____ per _____	\$ _____
		\$_____ per _____	\$_____ per _____	\$ _____
		\$_____ per _____	\$_____ per _____	\$ _____
		\$_____ per _____	\$_____ per _____	\$ _____

## **ATTACHMENT 1**

### **VENDOR EQUIPMENT**

The vendor must clearly identify all items used to provide service including equipment definitions with make and model of equipment, software with version and associated parts. Include all listings here in Attachment 1.